

**Talley, Deanna**

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**From:** PIU PIU [PIU@doj.ca.gov]  
**Sent:** Monday, August 06, 2012 4:03 PM  
**To:** Talley, Deanna; Dawson, Kim  
**Subject:** Security Breach Notice / Nordstrom Bank  
**Attachments:** Security Breach Notice Nordstrom Bank.pdf

Dear Ms. Talley and Ms. Dawson:

Thank you for your correspondence to the Office of the California Attorney General reporting that unecrypted personal information that you own or license was acquired, or reasonably believed to have been acquired, by an unauthorized person.

Please be advised that all data breach notices must be submitted via our online data breach notification form, which may be accessed at:  
<https://oag.ca.gov/ecrime/databreach/report-a-breach>

Again, thank you for contacting the Office of the California Attorney General.

Sincerely,

Melissa Weikel, Manager  
Office of the Attorney General  
Public Inquiry Unit  
[PIU@doj.ca.gov](mailto:PIU@doj.ca.gov)

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

# NORDSTROM BANK

August 1, 2012

Attorney General's Office  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

Dear Sir/Madam,

We know our customers place great trust in us and so we take our obligation to safeguard their private information seriously. We are writing to inform you of a recent error in processes that, in some cases, resulted in the mailed delivery of Nordstrom fsb cardholder information to the wrong Nordstrom fsb cardholder. There was no breach or compromise of Nordstrom fsb systems; this was an administrative processing error caused by the use of system software that has since been discontinued. We want to provide you with a brief summary of the incident and the actions we have taken. Additionally, we have provided a copy of the notifications provided to 2,457 customers in California who were impacted.

While attempting to reformat mailing addresses for Nordstrom fsb cardholders, we mistakenly sent certain Nordstrom fsb communications such as cardholder statements, replacement credit cards, or other correspondence, to an address other than the intended cardholder. The root cause of this issue was detected on June 7, 2012. The affected account holders were notified during the months of June and July. All impacted customers were offered complimentary credit monitoring services through Equifax.

We very much want to protect our customers' information and preserve their confidence in us. We take this matter very seriously. We are happy to answer any other questions you may have about this matter. Please feel free to contact us at the information listed below.

Sincerely,

Deanna Talley  
Assistant Compliance Officer  
Nordstrom fsb  
(303) 397-4618  
[deanna.talley@nordstrom.com](mailto:deanna.talley@nordstrom.com)

Kim Dawson  
Sr. Director Privacy  
Nordstrom  
(206) 233-6930  
[kim.dawson@nordstrom.com](mailto:kim.dawson@nordstrom.com)

Enclosures: 3

First, Last  
Address  
City, ST, ZIP

Dear First Last,

Nordstrom Bank takes your privacy very seriously. We therefore need to notify you of a recent event that affected a number of account holders, including yourself. Due to an attempt to reformat addresses to U.S. Postal Service standards, a previous billing statement may have gone to an address other than your correct address. The problem has been fully resolved, and we have made adjustments so your account will not fall past due. Additionally, an upcoming billing statement will reflect any adjustments to fees and finance charges that may have posted as a result of this issue.

We want to make sure that you are aware of this issue and give you the opportunity to replace your existing account number with a new number, if you wish. If you would like to receive a new account number, please contact us at 1-800-749-9733. You can also reach us by calling the toll free number on the back of your card.

To help you further protect your personal information, we are also offering you a year of complimentary credit monitoring through Equifax®. If you would like to receive information about this service, please call our dedicated number at 1-866-375-9190.

For your records, we have included with this letter the billing statement that was incorrectly addressed.

We sincerely apologize for any problems this issue may have caused you.

Nordstrom Bank

First, Last  
Address  
City, ST, ZIP

Dear First Last,

Nordstrom Bank takes your privacy very seriously. We therefore need to notify you of a recent event that affected a number of account holders, including yourself. Due to an attempt to reformat addresses to U.S. Postal Service standards, a credit card may have gone to an address other than your correct address. The problem has been fully resolved, and after reviewing every account impacted we contacted by phone every individual that we believe may have had a card sent to an incorrect address. We are following up with written correspondence for informational purposes. You most likely received your card in the mail or received a phone call from us verifying that you received your card.

We want to make sure that you are aware of this issue and give you the opportunity to replace your existing account number with a new number, if you wish. If you would like to receive a new account number, please contact us at 1-800-749-9733. You can also reach us by calling the toll free number on the back of your card.

To help you further protect your personal information, we are also offering you a year of complimentary credit monitoring through Equifax®. If you would like to receive information about this service, please call our dedicated number at 1-866-375-9190.

We sincerely apologize for any problems this issue may have caused you.

Nordstrom Bank

First, Last  
Address  
City, ST, ZIP

Dear First Last,

Nordstrom Bank takes your privacy very seriously. We therefore need to notify you of a recent event that affected a number of account holders, including yourself. Due to an attempt to reformat addresses to U.S Postal Service standards, a previous correspondence may have gone to an address other than your correct address. The problem has been fully resolved, and we have made the appropriate adjustments to your account.

The correspondence contains important information about your account that we are required to provide to you. You will therefore find a copy of the correspondence included with this letter. If you have any questions about this correspondence, please contact us at the number included on the correspondence.

We want to make sure that you are aware of this issue and give you the opportunity to replace your existing account number with a new number, if you wish. If you would like to receive a new account number, please contact us at 1-800-749-9733. You can also reach us by calling the toll free number on the back of your card.

To help you further protect your personal information, we are also offering you a year of complimentary credit monitoring through Equifax®. If you would like to receive information about this service, please call our dedicated number at 1-866-375-9190.

We sincerely apologize for any problems this issue may have caused you.

Nordstrom Bank